

****Job Announcement****
Income Maintenance Specialist
(Position dependent on available funding)

Job Description: Income Maintenance Specialist
Reports To: Income Maintenance Supervisor
Location: LCO Tribal Administration Building
Salary Range: Negotiable based on experience
Opening Date: January 26, 2016
Closing Date: February 8, 2016

Position Summary:

This position interprets and applies federal and state laws and regulations and Tribal ordinance, policy and procedures to individual case circumstances in order to meet the needs of low-income families. Case management includes assessing family needs, connecting the family services that will improve economic and family well-being; determining eligibility and issuing benefits for services that support employment including Medical Assistance, Food Stamps, and Child Care.

Education and Experience:

- Two year Associate Degree in Human Services, Business or Administration related field preferred; and/or equivalent work experience in related field are required.

Minimum Qualifications:

- A combination of training and experience equivalent to that acquired by high school graduation and 2 years of post-secondary training and a year of work experience involving extensive public contact. Training must be sufficient to insure an ability to assimilate rapidly, interpret and apply complex and voluminous policy materials from a variety of sources.
- Written communication skills are needed at a level sufficient to communicate clearly with customer and others, and to produce summaries of case circumstances and events which explain the course of action taken, the rationale for decisions and the appropriate legal citations.
- Human relations and verbal communications skills must be sufficient to enable the specialist to explain complex materials and to hear and understand what customers and others are communicating and to elicit sensitive information from individuals of diverse backgrounds with widely different needs, expectations and abilities to comprehend and respond.
- Mathematical skills sufficient to compute benefits using established formulae.
- Valid Wisconsin driver's license required.
- Successful completion of formal training program (after hire) and continuing formal training sufficient to comply.
- Travel may be required.
- Income Maintenance requires comprehensive training –must be willing to complete all training requirements.

Essential Duties and Responsibilities:

Coordinate benefits and services to assist families and individuals to attain economic self-sufficiency.

- Explain program requirements and opportunities.

- Determine the need for supportive services and make appropriate referrals supportive agencies or activities. Collaborate with these experts in obtaining services.
- Maintain confidentiality.

Determine initial and ongoing eligibility

- Interview applicants in office to obtain personal and financial information required by law to establish eligibility for Medical Assistance, Food Stamps, Child Care and / or Interim Assistance.
- Make data entries into appropriate CARES screens and run eligibility determination routines appropriate to the circumstances.
- Organize tickler systems to assure that all information is processed within state / federal mandated timelines.

Interact in a respectful and positive manner

- Treat customers and co-workers with respect and sensitivity
- Support and re-enforce co-workers in daily activities

Connect customers with appropriate resources

- Maintain a working knowledge of current programs and resources and how to connect customers to them.
- Refer customers to appropriate community resources.

Respond to customers and other agencies.

- Respond to written and telephone inquiries timely and respectfully.
- Collaborate with staff from related agencies to assure smooth transitions and consistent messages for participants in common.

Enhance professional growth by developing and expanding knowledge and skills

- Assess your individual training needs and discuss with your supervisor.
- Maintain your computer skills to acceptable levels for case management and interactive communication purposes.

Application Procedure:

Submit complete LCO Employment Application, resume, at least three (3) personal reference letters, and any other supportive documents. Resume should be type written, indicating personal information related to the position for which applicant is applying for and should include education, experience, professional and/or community involvement.

Mail or Submit information to:

Lac Courte Oreilles Tribal Government
ATTN: Human Resource Director
13394 W. Trepania Road
Hayward, WI 54843

Tribal Preference applies to all applicants in accordance with the Tribal Policies and Procedures Manual.